

Our Mission: IHCDCA helps build strong communities by providing financial resources and assistance to qualified partners throughout the State of Indiana in their development efforts. A primary focus of IHCDCA is providing a continuum of housing from homelessness to homeownership, with a focus on low to moderate income Hoosiers.

IHCDCA

Job Expectations

Title	Community Services Analyst	Exempt
Reports to	Deputy Director of Community Services	Date last revised: December 2012
Supervises	N/A	
Summary	The Community Services Analyst contributes to fulfilling the IHCDCA mission and meeting strategic and annual IHCDCA operational and program goals by allocating and overseeing the implementation of federal and state funds that consist of a wide range of moderately complex established procedures and guidelines. A high level of precision, accuracy and attention to detail is required in order to resolve routine problems.	
Evaluation of performance	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCDCA and its associated governing entities.	

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<p>Key outcomes expected</p>	<p>Coordinate and manage the daily responsibilities of the Neighborhood Assistance Program (NAP) and Housing Opportunities Persons With Aids (HOPWA) programs.</p> <p>Provide technical assistance to NAP and HOPWA recipients.</p> <ul style="list-style-type: none"> ▪ Schedule and attend informal meetings regarding the application and funding process ▪ Respond in a helpful and timely manner to inquires, either by phone, electronically, or in person. ▪ Ensure customers have a clear understanding of the allocation and application processes by conducting presentations and trainings ▪ Research regulatory and programmatic issues and stay informed of all program rules and changes. ▪ Review and process modification request. ▪ Review and approve monthly claims ▪ Perform on-site monitoring for 25% of HOPWA sponsors annually ▪ Create and distribute Annual Performance Report (APR) to HOPWA sponsors, collect and review responses ▪ Use APR to compile Consolidated Annual Planning and Evaluation Report (CAPER) and submit to HUD ▪ Represent IHCDCA and housing interests at the Indiana State Department of Health's Comprehensive HIV Services Planning and Advisory Council (CHSPAC) bi-monthly meetings <p>Review Application submissions based on established criteria:</p> <ul style="list-style-type: none"> ▪ Respond with technical assistance to applicants who fail to meet the established criteria. ▪ Ensure award agreements and board memos are error free. ▪ Ensure all due diligence criteria is evaluated and complete. ▪ Allocate funds, set-up budget information, create and distribute award documents <p>Develop and implement application and allocation procedures and policies via annual revisions.</p> <p>Develop and implement compliance and monitoring procedures and policies via annual revisions.</p> <p>Oversees the preparation of and updates to departmental internal procedures manual.</p> <p>Prepare and ensure the accuracy of various forms and reports including close-out and semi-annual progress reports.</p> <p>Accurately prepare in a timely manner general correspondence including memos to IHCDCA Board of Directors, award notifications, documentation requests, ect.</p> <p>Actively participate in the annual review of IHCDCA application policy and procedure:</p> <ul style="list-style-type: none"> ▪ Attend and take notes in roundtable discussions. ▪ Actively participate in internal discussions with ideas and suggestions. ▪ Accurately make changes and updates to policy and procedures. <p>Represent IHCDCA on external committees or panel discussions as assigned by the Deputy Director of Community Services.</p> <p>Timely and accurately enter required information into the Weekly Tracking Report.</p> <p>Perform other duties and responsibilities, as assigned.</p>
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Critical skills, knowledge, and behaviors	<p>Demonstrates effective verbal and written communication skills.</p> <p>Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels.</p> <p>Demonstrates strong presentation skills. Can facilitate both large and small group presentations.</p> <p>Demonstrates customer service orientation.</p> <p>Able to think logically and analytically.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>High detail orientation and accuracy.</p> <p>Takes initiative and needs little supervision.</p> <p>Able to prioritize, organize tasks and time, and follow up.</p> <p>Performs responsibilities efficiently and timely.</p> <p>Able to juggle multiple requests and meet multiple deadlines.</p> <p>Able to work well in a team environment and as part of a team.</p> <p>Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail).</p>
Education, experience, degrees, licenses	<p>Prefer Bachelors degree in finance, public administration, or philanthropy; preferred and 3-5 years relevant job experience in the field of affordable housing, community development, or community service.</p> <p>1-3 years relevant job experience in affordable housing development, community development, and/or community service.</p>
Work environment and physical demands	<p>Work is performed in an office environment.</p> <p>Must be able to work proficiently with computers and other office equipment.</p> <p>Requires employee to visit off-site locations through the State of Indiana periodically throughout the year.</p>

IHCDCA is an Equal Employment Opportunity employer and will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, disability or veteran status. IHCDCA will take affirmative action to ensure that all qualified applicants receive consideration for employment and employees are treated during employment, without regard to their race, color, religion, sex, national origin, disability or veteran status, including, but not limited to, employment, promotion, transfer, recruitment, layoff, termination, rates of pay, and selection for training.